



Human Resources Department
p: 503-526-2200 f: 503-526-2572

**CIRCULATION SUPERVISOR
BEAVERTON CITY LIBRARY**

SALARY RANGE: \$4,598 - \$6,162 per month

CLOSING DATE: March 15, 2016

Beaverton City Library is proud to provide excellent and innovative services to the residents of Beaverton as well as those of greater Washington County as a member of the Washington County Cooperative Library Services. This position is based at the Beaverton Main Library, which had the highest circulation of a single public library building in Oregon with 2.6 million items checked out in 2015!

The ideal candidate is an enthusiastic, flexible, and self-motivated individual who demonstrates:

- Excellent customer service skills with the ability to deal diplomatically, consistently, and respectfully with all library patrons.
- Excellent listening skills in addition to strong verbal and written communication skills.
- A drive to create a high functioning team through strong interpersonal skills, a collaborative leadership style, and an ability to develop staff to be their best.
- Abundant energy, creative problem solving, and an outstanding ability to prioritize and organize a variety of daily tasks.
- The ability to instill confidence in staff, foster relationships and interact well with multiple work groups and diverse individuals.
- A strong belief in fulfilling the City of Beaverton vision and goals.

ABOUT THE JOB:

The Circulation Supervisor, along with the Circulation Division Librarian/Manager, oversees the operations of the Circulation Division including the Library Aide 2's, who provide account assistance and general information and Library Aide 1's, who handle returned materials. This position reports to the Circulation Division Librarian and shares supervision of 32 employees, including two lead workers. Evening and weekend work is required.

ESSENTIAL FUNCTIONS OF THE JOB:

- Supervise staff to ensure excellent customer service is provided to the patrons, volunteers and internal customers of the library;



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- Provide day-to-day leadership for the Circulation Division;
- Schedule, assign and review work and set performance standards;
- Conduct performance planning, dialogue and development discussions with direct reports;
- Apply county and local policy to resolve complex patron issues.

TO QUALIFY:

Requires a Masters' degree in Library Science or its equivalent plus three years' experience in a supervisory or lead role in provision of direct customer service. Library experience is preferred.

HOW TO APPLY:

Applications may be completed on our website at www.BeavertonOregon.gov or by submitting a City of Beaverton application form to the Human Resources Department, Beaverton City Hall, P.O. Box 4755, Beaverton, OR 97076.

Supplemental Questions:

1. Why are you interested in this position and how has your past experience prepared you for it?
2. Describe a very challenging experience you had with another employee's performance. It could be a co-worker, direct report, or your supervisor. What did you do to address the situation? What did you learn from the experience and how would you handle a similar situation in the future?

VETERANS' PREFERENCE:

Qualifying veterans and disabled veterans may obtain preference by submitting as verification of eligibility a copy of the Certificate of Release or Discharge from Active Duty (DD Form 214 or 215) or a letter from the US Department of Veteran's Affairs indicating receipt of a non-service connected pension. Disabled veterans must also submit a copy of their veteran's disability preference letter from the Department of Veteran Affairs, unless the information is included in the DD Form 214 or 215. Veterans' Preference documentation must be submitted with your application.